

**UNITED NATIVE FRIENDSHIP CENTRE
JOB DESCRIPTION**

Position Title: Secretary Receptionist (On-Call/Casual)	Date Created: 2016
Job Class: 2	Revised: October 2021

Immediate Supervisor: Executive Director's Assistant

Position Summary:

Employed by the United Native Friendship Centre, responsible to the policies and directions as determined by the United Native Friendship Centre Board of Directors and under the direct supervision of the Executive Director or designate.

The Receptionist is to assist the Executive Director's Assistant and the full-time Receptionist in the performance of their duties and support them in the maintenance of the overall goals and objectives of the United Native Friendship Centre.

Qualifications:

- Grade 12/GED education or equivalent experience in business administration
- Advanced computer skills that include the ability to design, edit and print & email monthly newsletters
- Strong interpersonal skills with demonstrated ability to interact well with others and provide customer service excellence
- Ability to work with minimal supervision and in a team setting
- Adaptable and able to multitask daily in a busy environment
- Exceptional communication skills, both written and orally
- Excellent organizational skills and time management
- Knowledge of Indigenous culture and the Friendship Centre movement would be considered an asset
- Accepting and sensitive to the Anishinaabe culture and practices; smudging, ceremony, drumming, etc.
- Other duties as required

Job Specifications:

- Provide reception services: answering and screening all incoming calls and directing clients/visitors to the appropriate person for assistance.
- Perform secretarial services for the Centre's program staff as needed.
- Photocopy, fax and provide other services as required by the various programs of - funded projects.
- Assist with other duties that may be requested by the Executive Director or Executive Director's Assistant: ~~collating newsletters, Board kits, annual meeting~~

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[kits, and other special projects.](#)

- Pickup and record all incoming and outgoing mail.
- Maintain and keep the reception area clean.
- Maintain confidentiality in all matters pertaining to the Centre, staff, and clients.
- Perform other duties including with [other UNFC programs](#) as may be assigned from time to time.
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Accountability:

- Assist/record in tracking of staff whereabouts and activities.
- Assist in maintaining an up to date and accurate staff calendar.
- 1-2 years' receptionist experience
- Advanced computer skills
- Strong interpersonal skills with demonstrated ability to interact well with others
- Ability to work with minimal supervision
- Communicate well, both written and orally
- Should have good organizational [and time management](#) skills
- Knowledge of [Anishinaabe](#) culture and the Friendship Centre movement would be considered an asset
- [Ability to multi-task within a busy environment](#)

Relationships:

- The Receptionist plays a vital role in the functioning of the Centre, its programs, and day-to-day operations. It is therefore imperative that a friendly, cooperative and informative relationship should be maintained at all times with it's members, the Board of Directors, management, staff, clients, visitors, other agencies and the community at large.

Evaluation: This position shall be evaluated after 3- and 6-month probationary periods and then on an annual basis thereafter. It will be based on the UNFC standards of performance and specific goals of the program as agreed upon by the Board of Directors and the Executive Director.

H. [Standards Of Performance:](#)

By signing this document, I acknowledge that I have read, understand, and agree to the above description related to my position at the United Native Friendship Centre.

Employee Name:		
Employee Signature:		Date:

- ~~1. Achievement of functions as outlined in the job specifications.~~
- ~~2. Support the overall aims and objectives of the Centre.~~
- ~~3. Adhere to the Personnel Policy and Code of Ethics.~~
- ~~4. Neat, clean dress and appearance.~~
- ~~5. Cooperative, pleasant manner in all relations.~~
- ~~6. Clear verbal and written communication.~~
- ~~7. Ensure that all services are provided in an efficient and cordial manner.~~
- ~~8. A measurable degree of self-development.~~

K. Cause For Dismissal:

- ~~1. Unauthorized absence from work.~~
- ~~2. Repeated or unwarranted lateness.~~
- ~~3. Criminal conviction.~~
- ~~4. Theft or misappropriation of funds.~~
- ~~5. Dishonesty in reporting expenses.~~
- ~~6. Inability to carry out assignments and responsibilities.~~
- ~~7. Insubordination.~~
- ~~8. Lack of confidentiality.~~
- ~~9. Poor public relations with community or social/government/agencies/contacts.~~